

Enabling Courageous Conversations

Duration:	1 day	Time:	9.30 am to 4.30 pm
Venue:	Orkney College	Dates:	TBC
Tutor:	Ray Knox		

Qualification:

Orkney College Certificate

Target Audience:

This course is designed for anyone who have to undertake courageous conversations. A courageous conversation is one where you feel discomfort, vulnerable or where there is a lot at stake.

Objectives:

- to stimulate and challenge thinking about courageous conversations and consider a simple framework they might use and apply skills to enhance and improve their personal practice.
- Understand what makes some conversations more challenging
- Share thinking and experiences where things have not gone well, reflecting on their personal style
- Gain awareness of the impact of different behaviours passive/assertive
- Prepare for future situations and conversations by applying the principles of a simple model and identifying useful techniques

Course Content:

- Understand how you communicate;
- Agree what is a courageous conversation;
- The importance of questions and listening in these situations;
- The importance of body language;
- How to apply a relevant model
- Consider how people behave in terms of passive/aggressive/assertive behaviours
- Have an awareness of emotional intelligence

The day will be a mix of facilitator led discussion with interactive group sessions designed to allow everyone to participate to the level with which they are comfortable. There will also be the opportunity to use real life experiences and bring them into the relevant discussions.